

AN ORDINANCE approving the awarding of Reference #946 by the City of Fort Wayne, Indiana, by and through its Department of Purchasing and COMPUTER SYSTEMS & APPLICATIONS, INC. for the Customer Relations Department.

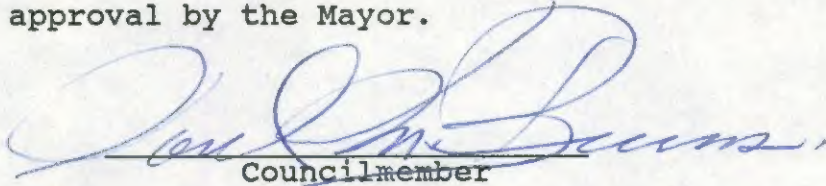
NOW, THEREFORE, BE IT ORDAINED BY THE COMMON COUNCIL OF THE CITY OF FORT WAYNE, INDIANA;

SECTION 1. That Reference #946 between the City of Fort Wayne, by and through its Department of Purchasing and COMPUTER SYSTEMS & APPLICATIONS, INC. for the Customer Relations Department, respectfully for:

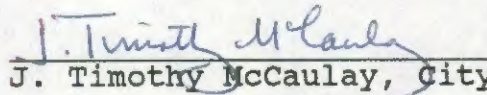
the purchase of a customer billing and information system for the Customer Relations Department;

involving a total cost of Three Hundred Twelve Thousand Eight Hundred Fifty and no/100 Dollars (\$312,850.00), all as more particularly set forth in said Reference #946 which is on file in the Office of the Department of Purchasing, and is by reference incorporated herein, made a part hereof, and is hereby in all things ratified, confirmed and approved.

SECTION 2. That this Ordinance shall be in full force and effect from and after its passage and any and all necessary approval by the Mayor.


Councilmember

APPROVED AS TO FORM
AND LEGALITY


J. Timothy McCaulay, City Attorney

REF. NO.:	946
DEPT.:	CUSTOMER RELATIONS
DATE:	7/17/90
ITEM/SERV.:	BILLING SYSTEM

PURCHASING INFORMATION

ADVERTISED BID:	YES
DATES ADVERTISED:	4/19 & 4/26/90
OPENING DATE:	5/10/90

WRITTEN QUOTE:

DUE DATE:

VERBAL QUOTE:

SINGLE SOURCE:

NO. OF VENDORS NOTIFIED:	18
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NO. OF VENDORS RECEIVING BID:	4
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NO. OF VENDORS RETURNING BID:	3
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NO. OF VENDORS DISQUALIFIED:	0
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NO. OF VENDORS NOT RESPONDING:	15
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DATE SENT TO DEPT FOR RECOMM.:	5/10/90
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DATE RECOMMENDATION REC'D IN PURCH:	7/17/90
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COUNCIL INFORMATION	DATES SENT	EXTENSION DATES
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DATE INFO SENT TO LAW DEPT.:	7/17/90
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INTRODUCTION DATE:	7/24/90
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DISCUSSION DATE:	8/7/90
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PASSAGE DATE:	8/14/90
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ORDINANCE NO.:

Vendor Submitted Financial Presentation
Original Tabulation Sheet

	DB Microware	Computare	CSA
Base Applications System Package	20,800	34,000	75,000
Modifications for General Requirements			
3.1.1 Master Billing Cycle	5,200	7,500	3,900
3.1.2 Rates	7,800	7,500	0
3.1.3 Financial Processing	10,400	0	2,600
3.1.4 Data Structure & Security	18,200	5,000	3,120
3.1.5 Auditing	1,560	5,000	2,340
3.1.6 System Performance	41,600	0	0
Modifications for Functional Requirements			
3.2.1 New Service Origination	520	0	0
3.2.2 Service Orders	8,320	3,500	7,800
3.2.3 Meter Reading	10,400	6,000	2,600
3.2.3.1 Route Star Interface	0	0	2,600
3.2.4 Customer Service	5,200	0	0
3.2.5 New Customer Applications	10,400	3,500	1,040
3.2.6 Deposit Processing	5,200	500	4,160
3.2.7 Customer Billing	10,400	2,500	3,120
3.2.8 Cash Processing	5,200	7,500	9,880
3.2.9 Collections	7,800	14,000	17,680
3.2.10 Financial Reporting	0	3,000	0
3.2.11 New Water and Sewer	31,200	4,000	5,720
3.2.12 Solid Waste	20,800	0	2,600
3.2.13 Industrial Waste	7,800	0	
3.2.14 Drainage	20,800	0	
3.2.14.4 Assessment Interface	0	0	
Modifications for Design Considerations			
3.3.1 Source Code	0		
3.3.2 Documentation	0	5,000	
3.3.3 Data Conversion	2,600		4,755
3.3.5 Microfiche Archival Interface	2,600		
<u>2.3.5.2 Training</u>			
General System Functions	2,600	* Inc	6,240
Parameter Maintenance and Reporting	2,600	* Inc	1,040
System Design and Maintenance	2,600	* Inc	1,040
<u>2.3.5.3 Maintenance</u>			
Annual Maintenance Support	12,000	7,000	7,500
Time and Materials Rate / hr	\$ 75/hr	\$ 50/hr	\$ 65 - 85/hr
Onsite Maintenance	T/M	T/M	T/M
<u>Additional Categories Presented by the vendors</u>			
Component Installation	7,800		
Travel Expenses	39,424		27,845
Remote Communications	12,000		
Project Contingency	28,600	45,750	

Requirements Study	6,000	19,800
* Training (summary of general, system & parameter training)	15,000	
Off Site Computer Time		64,540
Parallel Testing		29,680
Post Production Support	10,000	5,200
Expenses (included travel and remote communications)	16,800	
Solid Waste, Industrial Waste, & Drainage Funds	36,000	

<u>Total Project Bid</u>	<u>\$ 378,024</u>	<u>228,750</u>	<u>\$ 330,520</u>
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FRONT PAGE/INVITATION TO BID
DEPARTMENT OF PURCHASING
CITY OF FORT WAYNE, ALLEN COUNTY, INDIANA
ONE MAIN STREET - ROOM 350
PHONE 219-427-1101

BID OPENING DATE 5-10-90 @ 11:00 AM BID REFERENCE # 946

SEALED BIDS SHOULD BE DELIVERED TO DEPARTMENT OF PURCHASING, ROOM 350, CITY-COUNTY BUILDING UP TO 11:00 A.M. ON OR BEFORE OPENING DATE.

THIS IS A RE-BID OF REFERENCE NO. 932

SEALED BIDS WILL BE OPENED PUBLICLY AT 11:01 A.M. IN THE BOARD OF WORKS & SAFETY CONFERENCE ROOM ON THE THIRD FLOOR OF THE CITY-COUNTY BUILDING. "NO LATE BIDS WILL BE ACCEPTED AFTER 11:00 A.M. FOR ANY REASON WHATSOEVER."

THIS INVITATION FOR BID IS FOR AUTOMATED UTILITY CUSTOMER BILLING & INFORMATION SYSTEM SOFTWARE PACKAGES PER SPECIFICATIONS

AND REQUESTED BY CUSTOMER RELATIONS

THIS BID REQUIRES A XXXXXX 5% BID BOND, CERTIFIED OR CASHIER'S CHECK OF ALL BIDDERS.

THIS BID REQUIRES A 100% PERFORMANCE BOND OF SUCCESSFUL BIDDER(S).

PROMPT PAYMENT DISCOUNTS WILL BE ALLOWED AS FOLLOWS: % IF PAID WITHIN DAYS.

THIS INVITATION IS ISSUED TO ESTABLISH A CONTRACT TO SUPPLY THE CITY OF FORT WAYNE WITH A COMMODITY OR SERVICE IN ACCORDANCE WITH ACCOMPANYING SPECIFICATIONS.

THE EXECUTION HEREOF BY THE BIDDER IS ACCEPTANCE OF ALL TERMS AND CONDITIONS HEREIN AND IN THAT REGARD THE BIDDER AGREES TO BE BOUND BY SAME AND BE BOUND TO THE AMOUNT OF HIS/HER BID FOR A PERIOD OF NINETY (90) DAYS.

FIRM NAME COMPUTER SYSTEMS & APPLICATIONS, INC.

STREET ADDRESS 7915 FM1960 WEST, SUITE 300

CITY HOUSTON TEXAS PHONE # (713) 955-1272

BY *W. E. Anderson*
REPRESENTATIVE SIGNATURE

Vendor Financial Presentation

2.3.5.1 Development and ImplemetationBase Applications System Package \$ 75,000.00

Modifications for General Requirements

3.1.1 Master Billing Cycle	<u>3,900.00</u>
3.1.2 Rates	<u>---</u>
3.1.3 Financial Processing	<u>2,600.00</u>
3.1.4 Data Structure & Security	<u>3,120.00</u>
3.1.5 Auditing	<u>2,340.00</u>
3.1.6 System Performance	<u>---</u>

Modifications for Functional Requirements

3.2.1 New Service Origination	<u>---</u>
3.2.2 Service Orders	<u>7,800.00</u>
3.2.3 Meter Reading	<u>2,600.00</u>
3.2.3.1 Route Star Interface	<u>2,600.00</u>
3.2.4 Customer Service	<u>---</u>
3.2.5 New Customer Applications	<u>1,040.00</u>
3.2.6 Deposit Processing	<u>4,160.00</u>
3.2.7 Customer Billing	<u>3,120.00</u>
3.2.8 Cash Processing	<u>9,880.00</u>
3.2.9 Collections	<u>17,680.00</u>
3.2.10 Financial Reporting	<u>---</u>
3.2.11 New Water and Sewer	<u>5,720.00</u>
3.2.12 Solid Waste	<u>2,600.00</u>
3.2.13 Industrial Waste	<u>10,400.00</u>
3.2.14 Drainage	<u>5,720.00</u>
3.2.14.4 Assessment Interface	<u>2,600.00</u>

Modifications for Design Considerations

3.3.1 Source Code	<u>-0-</u>
3.3.2 Documentation	<u>-0-</u>
3.3.3 Data Conversion	<u>4,755.00</u>
3.3.5 Microfiche Archival Interface	<u>-0-</u>

2.3.5.2 Training

General System Functions	<u>6,240.00</u>
Parameter Maintenance and Reporting	<u>1,040.00</u>
System Design and Maintenance	<u>1,040.00</u>

2.3.5.3 Maintenance

Annual Maintenance Support	<u>7,500.00</u>
Time and Materials Rate / hr	<u>---</u>
Onsite Maintenance	<u>---</u>
* SEE ATTACHED SHEET	<u>147,065.00</u>

Total Costs \$ 330,520.00

Vendor Financial Presentation

Exhibit A - Attachment

Additional Costs, other than space provide for in Exhibit A:

Phase I: Requirements Definition

Project Management	\$ 6,800.	
Technical Consultant	11,440.	
Trainer	1,560.	
Expenses	6,550.	
Total Phase I		\$ 26,350.

Phase II: System Modifications

Project Management	\$10,200.	
Computer Wall Clock Time	54,340.	
Expenses	2,000.	
Total Phase II		\$ 66,540.

Phase IV: Parallel Test, System Test, Documentation

Project Management	\$ 6,800.	
Technical Consultant	22,880.	
Expenses	16,285.	
Total Phase IV		\$ 45,965.

Post Production Support

Technical Consultant	\$ 5,200.	
Expenses	3,010.	
Total Production Support		\$ 8,210.

Total Additional Costs		\$147,065.
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SECTION V: STATEMENT OF CONDITIONS

2

With reference to the City of Fort Wayne's Request for Proposal, Section I. Introduction, 2.3 Bid Format and Specific Content, paragraph 2.3.5.1. "Vendor may bid time and materials dollar amount to meet these requirements, but must include for evaluation purposes a "COST NOT TO EXCEED" dollar total".

For evaluation purposes "only" and based on the Specification Responses, included in the Bid Documentation, Computer Systems & Applications, Inc. proposes a "Cost Not To Exceed" of \$331,000.00.

Included in the "Cost Not to Exceed" quoted price:

- Phases I, II, III and IV as described in the Bid Documentation.
- CUBIS/IBM Software Package
- Labor and Expenses
- 1st Year Annual Maintenance Contract

Optional Software which can be added to the "Cost Not To Exceed", if desired:

- ACCESS+ Report Writer
- ASSIST/GT required for On-Line Help and Documentation.

Computer Systems & Applications, Inc. cost analysis included in the Cost Summary section of the Bid Documentation is based on Time and Material to complete the installation of a Customer Utility Billing Information System using our Four Phased methodology.

At the conclusion of Phase I, Functional Requirements, more detailed cost estimates can be determined for Phases II, III, IV and Post Conversion Support. At that time CS&A, Inc. will be willing to negotiate a "Cost Not to Exceed" for the balance of the project.

BID, OFFER OR PROPOSAL FOR SALE OR LEASE OF MATERIALS

(Defined at I.C. 36-1-2-9.5)
(Please type or print)

- Date: _____
1. Governmental Unit: _____
 2. County: _____
 3. Bidder (Firm): _____
Address: _____
City/State: _____
 4. Telephone Number: _____
 5. Agent of Bidder (if applicable): _____

Pursuant to notices given, the undersigned offers bid(s) to _____ (Governmental Unit) in accordance with the following attachment(s) which specify the class or item number or description, quantity, unit, unit price and total amount.

The contract will be awarded by classes or items, in accordance with specifications. Any changes or alterations in the items specified will render such bid void as to that class or item. Bidder promises that he has not offered nor received a less price than the price stated in his bid for the materials included in said bid. Bidder further agrees that he will not withdraw his bid from the office in which it is filed. A certified check or bond shall be filed with each bid if required, and liability for breach shall be enforceable upon the contract, the bond or certified check or both as the case may be.

Signature of Bidder or Agent

BID OFFER OR PROPOSAL

Attach separate sheet listing each item bid based on specifications published by governing body. Following is an example of the bid format:

Class or Item	Quantity	Unit	Description	Unit Price	Amount
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NON-COLLUSION AFFIDAVIT

STATE OF INDIANA)
) SS:
) COUNTY)

The undersigned bidder or agent, being duly sworn on oath, says that he has not, nor has any other member, representative, or agent of the firm, company, corporation or partnership represented by him, entered into any combination, collusion or agreement with any person relative to the price to be bid by anyone at such letting nor to prevent any person from bidding nor to induce anyone to refrain from bidding, and that this bid is made without reference to any other bid and without any agreement, understanding or combination with any other person in reference to such bidding.

He further says that no person or persons, firms, or corporation has, have or will receive directly or indirectly, any rebate, fee, gift, commission or thing of value on account of such sale.

COMPUTER SYSTEMS & APPLICATIONS, INC.
Bidder (Firm)

Signature of Bidder or Agent

Subscribed and sworn to before me this 8TH day of MAY, 19 90

My Commission Expires: MAY 1, 1994

County of Residence: HARRIS, TEXAS

Notary Public

OCTAVIO A. GARCIA
Notary Public Printed Name

ACCEPTANCE

There now being sufficient unobligated appropriated funds available, the contracting authority of _____ (Governmental Unit) hereby accepts the terms of the attached bid for classes or items numbered _____ and promises to pay the undersigned bidder upon delivery the price quoted for the materials stipulated in said bid.

Contracting Authority Members:

Date: _____

City Utilities Billing Information System

Situation:

Current Billing System Support

The current Tres system was purchased and installed in 1983 from TRES who has since gone out of business. The consulting firm of DB Microware has several of the principal system designers of this system and was the only vendor to bid modification and enhancements to the present system as a way to support the requested system specifications except for financial reporting.

SCT staff have spent in excess of 1700 man hours on limited modifications, (new water rates, problem resolution and reporting modifications) to the system in the past year. Enhancements to the system are difficult and time consuming due the file structure, large sections of code that have been modified from the original software package, and lack of a common data element dictionary. The system could not support billing for additional funds without major modifications to the current design and structure.

Current System Design

The TRES system architecture is designed for an electrical utility as a billing system with a system architecture that does not differentiate between service location and customer location. As a billing system, the system process involves reading consumption data, calculation/generation of bills and subsequent posting of payments to a customers account. As the system was designed for billing electrical consumption, an internal system translation of consumption from kilowatts to gallons is required. All functions process in a batch mode including all terminal transactions which create a pending file for nightly processing. This inherent design restriction prevents timely and accurate review of current customer information.

The financial modules of the system create customer bills and post payments to customer accounts. The system does not provide a daily balancing of financial assets or an incorporation of detailed financial reporting. As historical data is based on customer records, financial and consumption history for a given service location, is a difficult manual process.

Alternatives

In the fall of 1989, work began on request for bid specifications to replace the existing customer billing information system with a system that incorporated an improved technical design and enhanced financial reporting. The intent of the specifications requested were to replace the existing system with a package system that would meet a large percentage of the functional specifications or to be used as general design specifications for the enhancement for the existing system.

In April the Request for Bids was issued to over 10 vendors. Three vendors responded with bid documents for evaluation. Each of the vendors was provided an opportunity to demonstrate their product and to respond to questions about the functionality of the software and/or the capabilities of their companies.

Present System Enhancement

The only vendor to bid system enhancements was D.B. Microware of Plano Texas. This was the highest bid received at \$ 378,024 which included over 4400 manhours of modifications to the present system. This bid addressed all specifications requested except for financial reporting. By maintaining the present system detail requirements would remain the same, however inherent system deficiencies would also remain. Due the lack of a report writer and training, as specified in the request for bids and the subtraction from the bid of the first year's maintenance the adjusted bid was \$ 396,224.

System Replacement

Two bids were received for packaged customer billing systems.

Computare of Charlottesville VA was originally low bid at \$228,750, which included 1,112 manhours of modifications to the base package. Upon review of the system many enhancements were required to be included into the system to meet the bid specifications. These were estimated by the vendor to be approximately 1080 man hours which subsequently increased the review bid to \$328,150. The most functionally deficient portion of the system even with enhancements would be on-line help and data archival file maintenance. The bid response did not include the requested financial disclosures and included very little narrative to support bid responses.

CSA of Houston TX bid \$330,52050, which included 1,744 hours of modifications to the base system. The package is very comprehensive and provides extensive financial reporting. Enhancements included an interface with the Allen County Assessor's system, inclusion of a geo code for a potential IMS interface, a report

writer software and and online help software. It was determined after reviewing the bid that CSA had included a seperate computer usage fee which would not be applicable. This reduction along with the inclusion of the software packages brought the bid to \$ 312,580.

Recommendation

The attached documents represent a summarization of an extensive analysis of the bids received and a comparison of the alternatives. It is the CBIS Evaluation Committee's recommendation award the bid to Computer Systems and Applications.

Customer Billing Information System Situation

No Financial or Management Reporting

Vendor (TRES) no longer in business

Software maintenance in-house (SCT)

Design Limitations

Batch Mode File Updates

Extensive Manual Processing

Poor and Outdated Documentation

Limited System and Data Security

Customer Billing Information System

Bid Analysis Matrix

Characteristics	Perspectives		
	Financial Management	Utility Operations	System Operations
Management Reporting	*	*	
Data Accuracy			*
Account History	*	*	
Financial System Interface	*		
Data Security			*
Automated Procedures		*	
Data File Architecture			*
Online Help			*
Real Time Updating	*	*	

Alternative Review

DB Microware

- Limited Financial reporting
- Customized software design
- Highest Cost

Comptare

- Questionable Implementation and Support Capabilities
- Could not support functional requirements
- No assist functions
- Requested financial disclosures not provided
- Insufficient Management Reporting

CSA

- Comprehensive system
- Extensive financial reporting
- Flexibility for growth and enhancements

Evaluation of DB Microware

Pros:

- * By retaining present system and enhancing it, TRES detailed requirements would be maintained and enhancements applied periodically.
- * Majority of processing remains the same (i.e. report #, screen id's)
- * Specific TRES application software vendor experience
- * System can process multiple cycles per night
- * Application software provides screen security
- * Current customers pleased with company (Denton)

Cons:

- * Project implementation schedule lacked detailed tasks and resource requirements.
- * Vendor size is small in both staff (9 staff members) and financial assets, future support capabilities are questionable.
- * Application financial reporting very limited, depending on financial system (LGFS) for fund accounting and balancing
- * No inquiry only access to screens
- * Difficulty in implementing new procedure's utilizing the same application software
- * System is designed for online/batch updating of data
- * Documentation of system would be user and D.P. responsibility
- * Limited vendor response to new water and sewer
- * Management reporting through Data Processing Service Request and limited by system architecture.

Evaluation of Computare Inc.

Pros:

- * Vendor has extensive customer service billing experience
- * New application software package online entry "real time"
- * CUBS is predecessor to CUBIS
- * System supports inquiry only access to screen data

Cons:

- * Proposal response offered very little narrative to support vendors response to specifications and did not include a detailed specifications response or implementation schedules for solid waste, new water & sewer, industrial waste, and drainage modules.
- * Proposal response sample screens and reports were approximately 3-4 years old, and the majority of the proposal response was a "canned" introduction to the system.
- * System did not include online help and report writing capabilities and proposal did not include appropriate 3rd party software to accomplish such.
- * Presentation of implementation schedule, project task definition, and project deliverables lacked sufficient detail as to resource requirements.
- * Vendor has not provided requested corporate financial information.
- * Vendor staffing is limited (15)
- * Vendor's supplied references were mixed with 2 current sites in implementation phase and 2 sites just contracted.
- * Management Reporting was insufficient with vendor recommending third party packages.
- * Data security was dependent on third party system to maintain file level access.
- * Future upgrades to billing modules would not be provided by the vendor.
- * Basic system supports only one cycle billing per night.

CSA Evaluation

Pros:

- * Vendor has extensive utility experience, approximately 90 staff members, 5 similar platform installations and several installations on various platforms in progress.
- * Current clients were very supportive
- * Proposal response was complete with; detailed project tasks, resource requirements, and application enhancements addressing each specification.
- * All financial transactions are automatically allocated to appropriate funds and balanced to the General Ledger daily.
- * Extensive user controls and system exception processing
- * All software developed utilizing a common data dictionary
- * Provides support for Solid Waste, Drainage, and Industrial Waste data entry and bill calculation
- * Application online "real time" data updating
- * Documentation of product extensive with online help provided by third party software package Assist / GT
- * Reporting comprehensive and supplemented by third party package Access + and user generated.
- * System provides "Inquiry Only" screens throughout application
- * Very flexible rate structure
- * Consolidated billing available

Cons:

- * Account status terminology different
- * Menu screens are very extensive and busy
- * Extensive reporting will require "weed out" for required reporting.
- * Basic system supports one cycle billing per night.

Customer Billing Information System

Bid Analysis Matrix

Characteristics	Weight	Vendor Scoring (Max 10)		
		Computare	CSA	DB Microware
Management Reporting	15	90	150	75
Financial System Interface	15	90	135	60
Automated Procedures	15	90	135	120
Data Security	10	30	90	100
Data Accuracy	10	50	70	60
Real Time Updating	10	80	80	80
Online Help	10	0	90	90
Account History	5	30	40	40
Data File Architecture	5	25	30	30
Application Requirements	5	30	40	35
Totals		515	860	690

Customer Billing System

Vendor Financial Presentation

	Computare	CSA	DB Microware
Vendor Submitted Bid	\$ 228,750	\$ 330,520	\$ 378,024
System Enhancements	\$ 54,000		
Report Writer Software	\$ 25,000	\$ 25,000	\$ 25,000
Online Help Software	\$ 18,900	\$ 18,900	
Training			\$ 5,200
Clerical Support	\$ 1,500		
Subtractions From Bid		\$ 7,500	\$ 12,000
First Year Maintenance			
Computer Usage Fee		\$ 54,000	
Total Adjusted Bid	\$ 328,150	\$ 312,580	\$ 396,224

Read the first time in full and on motion by Burns, seconded by Dalman, and duly adopted, read the second time by title and referred to the Committee on City of Fort Wayne (and the City Plan Commission for recommendation) and Public Hearing to be held after due legal notice, at the Council Conference Room 128, City-County Building, Fort Wayne, Indiana, on _____, the _____, day of _____, 19____, at _____ o'clock _____ M., E.S.T.

DATED: 7-24-90

Sandra E. Kennedy
SANDRA E. KENNEDY, CITY CLERK

Read the third time in full and on motion by Burns, seconded by Dalman, and duly adopted, placed on its passage. PASSED LOST by the following vote:

	AYES	NAYS	ABSTAINED	ABSENT
TOTAL VOTES	<u>9</u>			<u>2</u>
BRADBURY	<u>✓</u>			
BURNS	<u>✓</u>			
EDMONDS	<u>✓</u>			
GIAQUINTA	<u>✓</u>			
HENRY				<u>✓</u>
LONG				<u>✓</u>
REDD	<u>✓</u>			
SCHMIDT	<u>✓</u>			
TALARICO	<u>✓</u>			

DATED: 8-14-90

Sandra E. Kennedy
SANDRA E. KENNEDY, CITY CLERK

Passed and adopted by the Common Council of the City of Fort Wayne, Indiana, as (ANNEXATION) (APPROPRIATION) (GENERAL) (SPECIAL) (ZONING MAP) ORDINANCE RESOLUTION NO. 1-98-90 on the 14th day of August, 1990,

Sandra E. Kennedy ATTEST
SANDRA E. KENNEDY, CITY CLERK

SEAL
Charles S. Reed
PRESIDING OFFICER

Presented by me to the Mayor of the City of Fort Wayne, Indiana, on the 16th day of August, 1990 at the hour of 11:30 o'clock A.M., E.S.T.

Sandra E. Kennedy
SANDRA E. KENNEDY, CITY CLERK

Approved and signed by me this 20th day of August, 1990, at the hour of 9:45 o'clock A.M., E.S.T.

Paul Helmke
PAUL HELMKE, MAYOR

DIGEST SHEET

TITLE OF ORDINANCE: Special

92-07-41

DEPARTMENT REQUESTING ORDINANCE: Purchasing

SYNOPSIS OF ORDINANCE: An ordinance approving the award of Ref. No. 946 for customer billing and information system for the Customer Relations Department. The cost reflects the most responsive of three (3) vendors.

IF NOT LOWEST, WHO WAS AND WHY WERE THEY NOT AWARDED: Computare, Inc. was low bidder but they could not fully support all functional requirements, data security was questionable and insufficient management information was available. Due to concurrent contract installations and limited staff size, implementation support capabilities were questioned. Requested audited financial information was not provided.

EFFECT OF PASSAGE: Replace current billing system, enhance financial and management reporting, improve customer service efficiency. Current system is outdated and provides inadequate financial reporting, data security and editing controls. Current system doesn't have capacity to bill for additional services. Current system has inadequate automated procedures. Overnight processing limits customer account information accuracy. Software maintenance is difficult and consumes a disproportionate amount of programming resources as original vendor went bankrupt.

EFFECT OF NON-PASSAGE: Outdated design and system architecture, inadequate and inaccurate financial reporting, questionable data security, inability to bill for additional services, inadequate editing of customer data, continued manual calculations of several procedures perpetuating continued utility inefficiencies.

PRICE AGREEMENT:

PURCHASE ORDER: Yes

SOURCE OF FUNDING: Customer Rel 513-523-W101-4454

PRIOR APPROVAL:
(IF APPLICABLE)

DATE:

BILL NO. S-90-07-41

REPORT OF THE COMMITTEE ON CITY UTILITIES

PAUL M. BURNS, CHAIRMAN
MARK E. GIAQUINTA, VICE CHAIRMAN
HENRY, LONG, TALARICO

WE, YOUR COMMITTEE ON CITY UTILITIES TO WHOM WAS

REFERRED AN (ORDINANCE) (~~RESOLUTION~~) approving the awarding
of Reference #946 by the City of Fort Wayne, Indiana, by and
through its Department of Purchasing and COMPUTER SYSTEMS &
APPLICATIONS, INC. for the Customer Relations Department

HAVE HAD SAID (ORDINANCE) (~~RESOLUTION~~) UNDER CONSIDERATION
AND BEG LEAVE TO REPORT BACK TO THE COMMON COUNCIL THAT SAID
(ORDINANCE) (~~RESOLUTION~~)

DO PASS

DO NOT PASS

ABSTAIN

NO REC

Paul M. Burns

Mark E. Giaquinta

Henry Long

Talarico

DATED:

8-14-90

Sandra E. Kennedy
City Clerk